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MONTANA STATE LIBRARY
930 EAST LYNDALE AVENUE HELENA, MONTANA 59601

Montana State Library
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July 15, 1978

MEMORANDUM

STATE DOCUMENTS COLLECTION

TO: Online Users

FROM: Beth Givens
Coordinator of Library Services

MONTANA STATE LIBRARY
930 E Lyndale
Helena, Montana 59601

SUBJECT: Online Report: March 15 - June 30, 1978

This is the first of what I hope to be regular quarterly reports on the status of the Montana Online Reference Service. It includes statistical information on MORS use as well as announcements and procedural information.

I would appreciate it very much if you would take the time to read these reports thoroughly. Please contact me if you have any comments or questions. Save the reports for future reference.

PLEASE RETURN

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Distribution

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Lewis & Clark Public Library
University System Libraries
Flathead Community College Library
Dawson C. C. Library
Miles City C. C. Library
Carroll College Library
State Agency Libraries

Attachments

Report to the Montana State Library Commission
New Request Form
Data Base List

(over)

Montana Online Reference Service Usage

A statistical report on online usage is attached ("Report to the Montana State Library Commission" - July 7, 1978). This shows that academic libraries are the biggest users (38%) followed by state government agencies (33%) and by public libraries (23%).

These figures do not reflect the number of online requests which we have chosen not to search online but which are, rather, treated as subject requests and searched manually.

An interesting observation made by a Broad Valleys Federation librarian is that the presence of the online service is bringing requests into the library which the patron would not normally have associated with information available through the library. Whether these are filled by the computer or by hand is not important. What is important is that the patron is associating more kinds of information with the library, beyond recreational reading.

Spreading the Word - Public Libraries

A very important aspect of this demonstration period of online searching (of which one year is left) is its usage for public library patrons. City and county government workers, planners, mental health professionals, writers researching new books and magazine articles, parents interested in educational and health information for the family, grants writers, farmers and ranchers, businesspersons - all have information needs which the public library can meet through the online search service.

I would encourage you to publicize the online service and will help you in any way that I can. Word of mouth is probably the best way that new online users can be reached. Other means are articles in the newspaper and letters to key potential users.

We still have plenty of orange MORS pamphlets available upon request. We also have a collection of news releases from around the state on the online service as well as sample letters to key potential users which could be modified for your own use.

This fall I would like to take another workshop trip to federation headquarters for the purpose of demonstrating the capabilities of online searching to key potential users. Please be thinking about who you would like to invite and how you would like to arrange the demonstrations. There could be more than one workshop in order to reach different types of users.

Feedback

We need to hear from you - the good and the bad.

- Are the search results on target? If they are not, the patron can reformulate the request and send it back. Let us know if the request is a re-run, however, and of what search.
- What about delivery? I originally indicated that you should receive the search results 2 weeks after sending the request to us. We have not always been able to meet this deadline. We have also been foiled by the postal service. To our knowledge, 4 searches have been lost. Please clearly indicate the deadline date. Call if you feel you have waited too long. We will re-run lost searches.
- Are we sending the search to the right desk? Let us know if the envelope should be addressed to "Reference," "Interlibrary Loan," "Circulation," or something else.

cont'd

- Are you, or is your patron, dismayed when we choose to do a manual search rather than a computer search? We have received some searches which we feel are best handled as manual searches. These are treated the same as any subject request which we receive. If you have any questions about the applicability of a patron's request as an online search, send it to us anyway. There is absolutely no harm done in sending a subject request through on an online form.

Interlibrary Loan

Each day, it seems, a new ILL quirk rears its unusual head regarding a citation from an online printout - abbreviations of journal names, obscure proceedings, which identification numbers to include, and so on. If you have questions regarding format of ILL requests, call the Reference Department for assistance. As you see more and more printouts, the translation of printout to ILL format will become clearer.

We have been asked if we place a limit on the number of ILL requests which can be made from one printout. The answer is not straightforward. There is no arbitrary limit on the number of requests. However, if a patron wants a lot, or "all," of the citations of a long printout, please ask that he/she evaluate the citations for their value. Citations should be prioritized for first and second priority importance (for many requests from a long printout). First priority citations should be sent in immediately. When the results are received by the patron, he/she can then see if the second priority items are really needed.

New Request Forms

Our first 3 months of online service have made us aware of deficiencies in the request form. Attached is a revised form. If you still have a lot of the old forms on hand, continue to use them but try to incorporate some of the "ideas" of the new form onto them.

Changes are described below:

- "Date" and "Deadline" are in the upper right hand corner. "Date" is date the request is taken by the librarian.
- Under "Requesting Library Use," "Send to" refers to the library where the search results should be sent. Address is not necessary.
- Also under "Requesting Library Use," "Have already searched" has been added so that we do not duplicate hand-searching that you have already done. For example, if you have searched ERIC or Engineering Index, let us know.
- Under "Limitations" we have added sections for types of materials wanted and not wanted. This tells us what kinds of data bases to search - strictly literature sources, or research data bases, dissertations, and so on.
- "Level of material requested" also gives us an indication of what kind of data bases to search.
- We pay attention to "back of form." Many patrons are generous with additional explanation notes, and we appreciate them. One patron who has sent in particularly complicated requests has even drawn flow charts on the back.

The new request form is not cast in concrete. Your suggestions are appreciated.

The Searchers

Searchers' initials are on the front page of each search. If you have questions on a particular search printout, simply contact the search directly. Searchers are: Kathy Lofstrom, Dave Martin, Darlene Staffeldt, Cindy Stewart-Petty, Beth Givens.

New Data Bases

Lockheed DIALOG has added several new data bases which are now or are soon to be available to us. Notable among these are:

- Excerpta Medica. To be available Aug. or Sept. 1978, EM consists of abstracts and citations of articles from over 3500 biomedical journals published throughout the world.
- MLA Bibliography of the Modern Language Association. The MLA data base indexes books and journal articles published on the modern languages, literature, and linguistics.

As of July 1, we have contracted with a second data base vendor and can now search on System Development Corporation's (SDC) ORBIT service. There is some overlap between Lockheed and SDC. SDC has 41 data bases, 22 of which are not available through Lockheed. Notable among SDC's data bases are:

- GeoRef. Geological Reference File of the American Geological Institute covers the geosciences literature from 3000 journals. It is an immense and valuable data base. An inquiry on the number of citations on geological studies done on and in Montana produced a postings number of over 3100. (We did not have them printed out!)

- Accountants Index. Prepared by the American Institute of Certified Public Accountants, AI provides access to the literature related to accounting, auditing, taxation, data processing, investments, and management.

All in all, we are now able to search about 90 different data bases. A list of these is attached.

Finally

The response to the Montana Online Reference Service has been good. Your help in getting the online service off the ground has been greatly appreciated.

We have one year left to establish the case for continuation of the service, hopefully at no charge to the user. Please continue to introduce patrons to the MORS and to provide us with your suggestions on bettering the service.

Submitted by Beth Givens
July 7, 1978

MONTANA STATE LIBRARY

930 EAST LYNDALE AVENUE HELENA, MONTANA 59601

REPORT TO THE MONTANA STATE LIBRARY COMMISSION

MONTANA ONLINE REFERENCE SERVICE
March 15, 1978 through June 30, 1978

The Montana Online Reference Service has been in operation since March 15, 1978. From March 15 through June 30, a total of 177 requests have been received and 453 searches conducted (an average of 2.6 data bases searched per request).

Search requests have come from public and academic library users and state government agencies. Total usage from 3/15/78 through 6/30/78 follows:

	no. of requests/(%)	no. of searches/(%)
state govt.	58 (33%)	149 (33%)
academic lib.	68 (38%)	162 (36%)
public lib.	40 (23%)	113 (25%)
other	11 (6%)	25 (6%)
TOTAL	177 (100%)	453 (100%)

The average cost per search is $9.73. This includes data base charge, telephone charge, and offline print charge.

The average amount of time spent per request is .62 hours. This includes both offline preparation time and online time. Average offline preparation time per request is .29 hours, and average online time spent per request is .30 hours. The amount of time spent each month by MSL searchers (Reference Dept. librarians and Coordinator of Library Services) is steadily rising. For June this was 36 hours, or nearly one person-week devoted to the online service. The use of the online service has brought about a rise in ILL transactions, although it is difficult to determine the exact amount of the increase.

The Montana Online Reference Service has had access to 70 data bases of Lockheed's DIALOG retrieval service. Beginning July 3, 1978, the service will also access System Development Corporation's ORBIT retrieval service. ORBIT has a total of 44 data bases, 15 of which are unique to DIALOG. This brings the total data base selection to 85.

Searches have been conducted on a wide variety of subjects. A list of some of these subjects is attached.

Also attached is a detailed breakdown of online statistics (cost, time expenditure, and number of requests) for the first 3 1/2 months of operation of the Montana Online Reference Service.

(over)

Editor Statistics - page 1
FY 77/78

		1 Estimated Total cost $	2 ave. cost/ sheet	3 prep time (hrs)	3 other time (hrs)	3 Total (hrs.)	4 time per reg.
1978							
March	(½ month)	354.05	11.09	7.51	4.37	11.88	.70
April		1147.05	8.63	8.84	16.25	25.09	.60
May		1481.45	9.94	12.99	16.87	30.86	.86
June		1287.14	9.26	20.45	15.49	35.94	.78
	Total	$4271.59	Ave. $9.73				Ave. .62

A - Sun
B - Green

Editor Statistics - page 2
FY 77/78

	State reg.	State subs	Urban + Univ. reg.	Urban + Univ. subs	public lib. reg.	public lib. subs	other reg.	other subs	TOTAL reg.	TOTAL subs	ave # subs/ reg.
1978											
March	12	17	1	3	1	5	3	7	17	32	1.88
April	18	58	11	35	11	34	2	6	42	133	3.16
May	14	34	35	75	12	35	3	6	67	149	2.22
June	14	40	18	49	16	46	3	6	51	139	2.73
Total	58	149	68	162	40	113	11	25	177	453	
%	(33)	(33)	(38)	(36)	(23)	(25)	(6)	(6)	(100)	(100)	

MONTANA ONLINE REFERENCE SERVICE

Selected Seorch Topics from March 15, 1978 to June 30, 1978

women and drug abuse

bibliography of Amory Lovins

foreign investments in agricultural real estate in the U.S.

process for removing water under highways to eliminate pothole problems

using agricultural waste energy for fuel - bioconversion

how to measure effects of water quality on recreation

effects of particulates from strip-mining on vegetation and animals

vegetarianism during pregnancy

possible sources of grants for equipping city communications center

regulation of occupational licensing, its economic effects

teaching methods used for dyslexia

odor control for sugar beet refineries

staffing patterns for group homes

how to prevent sheep vibriosis (ccuses abortion of fetus)

health effects of airborne fly ash from power plants

child labor laws

state government and health planning legislation

grants sources for sheltered workshops for the handicapped

review articles on the Clean Air Act of 1970

cloning of mammalian organisms

frauds in franchise ventures

materials for fire-resistant buildings

(over)

the effect of turnover on business costs - means of curbing turnover, including training programs

the use of fly ash from power plants for highway embankments

methods of preventing potato blights

use of earthworms in sewage treatment

American Indian jurisdiction rights and natural resources

zoning and growth regulations in rural areas

the marketing of earthworms - worm farming as a business

rural area library needs

the toxicity of compound 1080 to non-predator wildlife and domestic animals

the toxicity of polyvinyl acetate (PVA), a common sealant - can it be transferred to plants and animals, including humans

Kirlian photography

displaced homemakers and career counseling

physiological aspects of Nordic skiing

the use of manure for methane

separation of pyrite from coal

water quality control of non-point pollution through economic incentives

policy alternatives for financing energy impacts

computer simulation of passive solar heating systems

teaching materials for home health nursing aides

hyperactivity and nutrition

MONTANA ONLINE REFERENCE SERVICE
SEARCH REQUEST FORM
Montana State Library

One Subject Per Form

Date _____
Deadline? _____

Requesting Library Use
Search No. _____
Date Sent _____
Librarian _____
Send to: _____
Have already searched:

MSL Search No.

Requestor _____

Address _____

_____

Phone Home _____ Work _____

Occupation (if student, indicate level) _____

Agency/Organization _____

SUBJECT: State subject of search. Be complete. Use technical or scientific vocabulary as needed.

_____

_____

_____

_____

List related terms or concepts. _____

_____

List important authors, journals, or other known sources of pertinent information.

_____

_____

LIMITATIONS:

Indicate types of material in which you are PARTICULARLY interested (check all that apply):
____ journals/magazines ____ monographs/books ____ dissertations ____ research in progress
____ statistical information (if available) ____ govt. reports ____ other (list) _____

Indicate types of material in which you are NOT interested (check all that apply):
____ journals/magazines ____ monographs/books ____ dissertations ____ research in progress
____ statistical information ____ govt. reports ____ other (list) _____

List topics related to your subject in which you have NO interest: _____

_____

Indicate level of material requested: ____ general/nontechnical ____ in-depth/technical

List any geographic limitations. _____
Do you want English-language citations only? _____
If not, what languages besides English are useful? _____
If citations from certain years are wanted, indicate dates. _____

Do you want: ____ a few very relevant citations
OR: ____ a comprehensive search with possibly peripheral material?
Do you want abstracts of each citation if available? ____ yes ____ no
Use the back of this form for additional explanation if necessary.

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